

# Customer Charter



## Safety

Safety will always be our number one priority in everything we do. We fully understand our responsibility in storage and handling of your products.

We promote a positive safety culture by continually auditing, assessing and recognising hazards, maintaining the most Secure approach to our operations.

## Understand

We work with you to fully understand what is important to you. We care about investing in the future to build comprehensive and innovative service offerings.

We provide a synergistic approach to all our services, applying solutions to anticipate and meet your needs.

## Integrity

We promote transparency and honesty in all our relationships; colleagues, customers & stakeholders.

We continually strive to deliver the highest standards in a timely manner whilst maintaining flexibility and openness to changing environments.

We recognise the value of loyalty and commitment to build long-term relationships.

## Trust

We value the expertise of our people and the reliability of our processes to deliver a professional service.

To do this we combine our people with our extensive asset base, leading supply chain expertise and strategic infrastructure to ensure we are uniquely positioned to provide safe, sustainable, eco-friendly and simplified supply chain solutions.

## Collaboration

We are committed to engage with All our colleagues, customers and stakeholders.

We continually strive to create a listening & innovative environment to support growth in all our relationships.

We believe through effective teamwork, we can achieve success by delivering on our shared goals.

